
**Tourism and related services —
Thalassotherapy — Service
requirements**

*Tourisme et services connexes — Thalassothérapie — Exigences de
service*

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

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For an explanation on the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the WTO principles in the Technical Barriers to Trade (TBT), see the following URL: [Foreword — Supplementary information](#).

The committee responsible for this document is ISO/TC 228, *Tourism and related services*.

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Introduction

Thalassotherapy comes from the Greek word for “sea”, and refers to the medical use of the beneficial properties of the sea (which includes coastal climate, seawater, marine mud, seaweed, sand, and other substances extracted from the sea) in a preventative and remedial aim.

The curative qualities of seawater and seaside climate have been used for therapeutic purposes since Roman times; today thalassotherapy is also seen as a veritable aid to wellbeing.

Along with recharging batteries, taking care of one self and reducing stress, thalassotherapy helps to find harmony with the body and spirit as well as to solve a specific problem, such as: tone up muscles, trouble sleeping, blood circulation, arthritis, menopausal or respiratory system disorder.

Thalassotherapy comes in a bewildering array of packages: mud and sea water baths, underwater showers, hydro-massage, aromatherapy, inhalation and drinking, seaweed and mud wraps. All those exists to help restore your body to a state of serenity fit for a mermaid.

For a treatment to be successful, it is important to get advice from trained professionals and the aim of this standard is to ensure good quality services in thalassotherapy centres with health treatments always supported by the medical opinion.

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Tourism and related services — Thalassotherapy — Service requirements

1 Scope

This International Standard establishes the requirements for the provision of services in thalassotherapy centres using marine environment's beneficial effects with curative or preventive purposes, aiming at ensuring

- Good quality services responding to customer's implicit and explicit needs,
- The respectful use of the thalassotherapy concept,
- Very specifically, the implementation of hygiene and safety principles, and
- The comfort to the customers.

This International Standard does not deal with the therapeutic virtues supposed to be offered by thalassotherapy nor does it cover decisions that correspond to the medical profession.

This International Standard does not apply to accommodation nor to catering services.

It is understood that all national legal obligations especially regarding hygiene, health, consumers, and employees are to be fulfilled by the thalassotherapy centre.

2 Terms and definitions

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For the purposes of this document, the following terms and definitions apply:

2.1

bath

body immersion in sea water that provides pain release and relaxation effects

Note 1 to entry: Bath can result in peripheral vasodilatation or vasoconstriction depending on the customer's status of health and the medical prescription.

2.2

customer

client receiving thalassotherapy centre services

2.3

cosmetic product

any preparation containing micronized seaweed or extracts of marine seaweed used in thalassotherapy services

2.4

hydro-therapist

person in charge of practicing and providing care services prescribed by the doctor, with the exception of medical massages and specific re-education care, undertaken by a physiotherapist and technician in thalassotherapy and/or hydrotherapy

2.5

marine mud

cataplasm of natural sedimentary sludge, made up of a mix of alluvia, planktons, seaweed, minerals, and trace elements

2.6

massage

manual operation undertaken on parts of or on the entire body to relax, reduce stress and provide muscles and body tonus

2.7

physiotherapist

technician liable to carry out re-education care tasks, in addition to massages

2.8

sea water

salt water coming from the sea or ocean

2.9

seaweed

marine plants with high concentrations of mineral elements and trace elements

2.10

thalassotherapist

technician in thalassotherapy, hydrotherapy, and spa treatment, liable to perform massages and hydrotherapy care operations

2.11

thalassotherapy

therapeutic and/or preventive treatment using sea water and substances directly extracted from the sea environment, in a marine site, under medical supervision, promoting wellbeing and healthcare

Note 1 to entry: A combination of marine elements, sea water, seaweed, marine mud, sands and any other substance directly extracted from the sea environment can be used.

2.12

therapeutic care

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any mandatory service prescribed by a doctor, respecting the health and safety of customers, in order to provide relaxation, comfort, wellbeing and prevention or treatment of many health problems

3 Facilities and equipment

3.1 Facilities

3.1.1 General

Thalassotherapy centre shall develop an environmental study, in accordance with national regulation, to ensure that it is located in a healthy natural environment having into consideration the impact of the used seawater.

The study should include the following criteria:

- Air pressure;
- Force and direction of wind;
- Temperature (maximum and minimum);
- Average rain;
- Fauna and flora (water and land);
- Hours per day of sunshine;
- Noise and pollution;

- Barometric study;
- Rejection of used seawater;
- Water intake seawater (see [Annex A](#), [Annex B](#), and [Annex C](#)).

The design of the facilities shall ensure service provision according to the quality levels established in this International Standard at peak attendance, maintaining the diversity of the services offered.

The choice of materials shall be specifically adapted to the aggressiveness, especially on metals, of an environment using sea water, as well as the use of cleaning and disinfection agents.

The thalassotherapy centre facilities shall be located at a maximum of 1 000 m from the coastline in a healthy natural environment and in an area of non-polluted water.

All facilities open to the public shall be prepared to meet the needs of people with disabilities.

The thalassotherapy centre shall establish and respect the hosting capacity of its facilities.

3.1.2 General services areas

3.1.2.1 Reception

The reception in a thalassotherapy centre shall be in an area, independent of all other areas and in accordance with the hosting capacity of the thalassotherapy centre.

The reception area, including waiting area, shall comply and consider the following requirements and recommendations:

- The reception area and the access to the care area shall be sufficiently illuminated and well signposted;
- If the spaces for the customers having hydrotherapy service (reception, porter's lodge, cash, etc.) are differentiated, they shall be clearly identified;
- The reception area shall be adequate for the staff;
- The area of access to the care area shall be in good conditions of cleaning and illumination, without obstacles to allow the direct access to the treatments area;
- A list of official prices of the treatments shall be available in the reception in accordance with national legislation, in the languages more often used by customers;
- In the reception area, the different forms of payment shall be displayed;
- The reception area shall be opened at least during the hours when treatments are practised;
- The customer registration shall be done by electronic means.

3.1.2.2 Administrative offices

Thalassotherapy centres shall have doctor's offices and a management office.

3.1.2.3 Dressing room

Dressing rooms' design shall offer the possibility for men and women to change separately. Whenever possible, for hygienic reasons, there should be access to the dressing rooms from the reception and exit to the care area. The floor and the walls shall be coated with washable non-slip and non-porous materials.

Dressing rooms shall be equipped with showers and adapted to the hosting capacity of the thalassotherapy centre.

3.1.2.4 Sanitary facilities

The number of sanitary facilities shall correspond to the hosting capacity. They shall be located in the different care units.

3.1.3 Technical area

It hosts the pumping station as well as the boiler and calories recuperation tanks.

Hot, cold, sea and sanitary water pipelines shall be differentiated. It is recommended to use signs, for example conventional colours for this purpose. It is also recommended to ensure that any written indication on equipment is adapted to the language of the country.

The technical area shall be always reachable without any obstacles by the staff and shall be kept in order inside. The technical area shall not be used to keep inappropriate objects.

It is recommended to have automatic control system for the technical equipment.

The technical area is reserved to the staff and shall be clearly identified with a sign.

3.1.4 Care areas

3.1.4.1 General

Care areas are those reserved for the execution of care operations.

Care areas shall be structured in care units which are composed by several cabins, bringing close together all types of care services that customers might require. Undressing, care operations, and dressing up should preferably be carried out in the same room or in contiguous rooms.

There shall be separation of the wetland from the dry zone in care areas.

3.1.4.2 Medical unit

The medical unit can include several offices. The medical office shall have a lavatory and shall have a sanitary facility close to it.

The medical office should ensure privacy of the customer.

The medical unit shall be equipped with a necessary set of relating instruments to be used for examination of the customers having hydrotherapy.

3.1.4.3 First aid room

It is recommended for thalassotherapy centres to have an area for minor medical care operations in place. All equipment shall be washable and made of easy disinfection materials.

3.1.4.4 Dry areas

Dry areas shall consist in individual care areas and/or common care areas:

- individual treatment: treatment rooms;
- common care area including among others treatment rooms, rest areas, and day beds;
- waiting area.

A heated rest area shall be located in the dry area. It shall be equipped with sofas for customers' relaxation after treatment sessions. Beds used for relaxation, dry massages or for the application of dressing pads, shall be set up in the vicinity of care cabins. It is recommended to use techniques that help to create a pleasant environment.

3.1.4.5 Humid areas

Humid areas shall consist in individual care areas and/or common care areas:

- individual treatment rooms;
- common treatments rooms, pools, rest areas, and day beds;
- waiting area.

Humid areas are all those using sea water and sea products.

Humid areas shall have handrails for safety reasons when necessary, especially on pools and jet showers.

As for humid areas, pavements shall comply with anti-sliding and non-porosity standards, and shall be in good condition. End-to-end carpets or other materials of the same type, as well as wooden duckboards shall be valid to resist sea water and avoid slipping.

The humid area shall include treatment showers, bath, wraps and pools.

3.1.4.6 Pools

Pools shall be adapted to desired specializations, in order to facilitate the handling and movements of customers, and shall operate according to the principle of reverse hydraulicity (water intake from the bottom and evacuation at the surface).

The size of pools shall comply with legislation in force. The maximum water height shall be 1,40 m or if deeper there shall be supervised by the staff. There shall be a sign indicating the depth and temperature of the water, in any case.

A sufficient number of showers equipped with hot water shall be installed at the accesses to pools. Treatment rooms shall have a lavatory.

Pools should have ramps or stairs for people with special needs while entering in the pool.

3.1.4.7 Optional areas

The thalassotherapy centre should have different optional areas such as:

- tea room;
- (vitamin) bar;
- gym;
- shop.

3.1.5 Facilities for the staff

The thalassotherapy centre shall have sanitary facilities and dressing rooms for the staff.

3.2 Equipment

3.2.1 Lighting and ventilation

Whenever possible, lighting shall be naturally provided. In case of additional lighting, it shall be indirect in order to reduce reflection on water surface.

Facilities ventilation shall be ensured by means of air circuits composed of installations enabling air renewal, circulation, and treatment in a specific unit. The ventilation system shall allow for the exclusive